## Summary Data of Three Modes of Service

| ST Express Bus | Year-to-date 2004 Actuals | Year-to-date 2005 Actuals | Year-to-date Budget |
|---|---|---|---|
| Revenue Vehicle Hours Operated[1] | 378,529 | 418,167 | 384,938 |
| Revenue Vehicle Miles Operated | 9,221,953 | 10,254,710 | 9,385,671 |
| Trips Operated | 357,513 | 363,489 | 368,725 |
| Platform Hours Operated[2] | 546,287 | 562,161 | 553,554 |
| Boardings per Revenue Hour | 22.18 | 21.08 | 22.00 |
| Boardings per Trip | 23.48 | 24.25 | 23.00 |
| Percentage of Scheduled Trips Operated | 99.97% | 99.95% | ≥99.80%[3] |
| On-Time Performance[4] | 92.22% | 94.30% | ≥90.00%[3] |
| Customer Complaints[5] | 0.01% | 0.02% | <0.05%[3] |
| Preventable Accidents per Revenue Mile[6] | 0.60 | 0.81 | ≤1.00 per 100,000 miles[7] |
| **Sounder Commuter Rail** | | | |
| Revenue Vehicle Hours Operated[1] | 9,236 | 10,056 | 14,274 |
| Revenue Vehicle Miles Operated | 345,294 | 376,030 | 527,364 |
| Trips Operated | 1,592 | 1,803 | 2,508 |
| Boardings per Revenue Vehicle Hour | 74.56 | 86.30 | 77.00 |
| Boardings per Trip | 432.57 | 481.33 | 437.00 |
| Percentage of Scheduled Trips Operated | 99.12% | 99.94% | ≥99.50%[3] |
| On-Time Performance[4] | 94.41% | 96.30% | ≥95.00%[3] |
| Customer Complaints[5] | 0.03% | 0.03% | <0.05%[3] |
| Preventable Accidents per Revenue Mile[6] | 0.00 | 0.00 | ≤1.00 per 1,000,000 miles |
| **Tacoma Link Light Rail** | | | |
| Revenue Hours Operated[1] | 9,238 | 9,610 | 10,090 |
| Revenue Miles Operated | 96,765 | 96,314 | 97,600 |
| Trips Operated | 60,313 | 60,201 | 60,826 |
| Boardings per Revenue Vehicle Hour | 86.01 | 92.08 | 75.00 |
| Boardings per Trip | 13.17 | 14.70 | 12.00 |
| Percentage of Scheduled Trips Operated | 99.77% | 100.04% | ≥98.50%[3] |
| On-Time Performance[4] | 99.82% | 99.98% | ≥98.50%[3] |
| Customer Complaints[5] | 0.00% | 0.00% | <0.05%[3] |
| Preventable Accidents per Revenue Mile[6] | 0.00 | 0.00 | ≤1.00 per 100,000 miles |

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours because at this time it does not collect fares.
The 2005 budget for revenue vehicle hours operated and revenue vehicle miles operated was an estimated amount as of September 2004. The actual schedule was based on the Service Implementation Plan, adopted in February 2005. The revenue vehicle hour and mile measures are provided for information purposes only; ST Express is billed on the basis of platform hours operated, which are within 2% of budgeted levels.
2-Platform hours: The total hours a transit vehicle operates, including layover and deadhead time.
3-Quarterly and annual target number.
4-On-time performance standards are defined as:
ST Express: ≥90%, no later than 10 minutes of scheduled departure time.
Sounder: 95%, the average of all trains in a month arriving at a terminus within seven minutes of schedule.
Tacoma Link: ≥ 98.5%, is late if it either departs a terminal station more than one minute late or arrives at a terminal station three or more minutes late and is unable to make its departure time.
5-Customer complaint standards are ≤ 0.05 based on the performance standards set in the new ST Express service agreements. The standard is calculated as a percent of total boardings for each mode.
6-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.
7-Preventable accident standard for ST Express increased from 0.80 to 1.00 per 100.000 miles during closure of the Downtown Seattle Tunnel.



**Fourth Quarter 2005**

# Service Delivery Quarterly Performance Report to the CEO

Sound Transit is designing a performance management system to monitor its service delivery goals. This quarterly performance report is a first step in the development of an overall service delivery performance management system.

The indicators in this report are based on industry practices for transit performance, are consistent with National Transit Database requirements and allow for meaningful comparison with other transit systems.

This report incorporates recommendations from the 2004 performance audit of ST Express bus operations.

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Passenger boarding analysis

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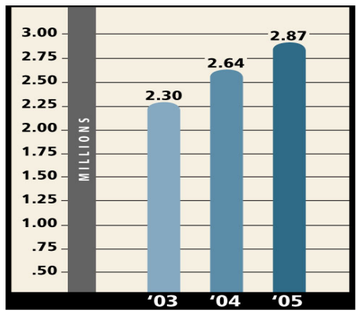
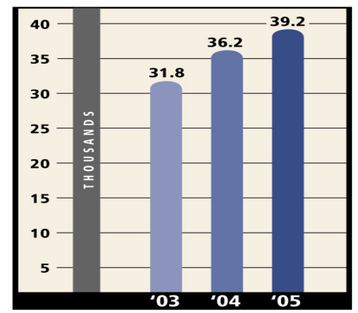
## Q4 Systemwide Ridership

**Total Systemwide Ridership 4th Quarter**




**Average Weekday Ridership 4th Quarter**




| Boardings by Service Type | Fourth Quarter 2004 | Fourth Quarter 2005 | Fourth Quarter %Δ | Year End 2004 | Year End 2005 | Year End %Δ |
|---|---|---|---|---|---|---|
| ST Express Bus | 2,157,341 | 2,254,973 | 4.5% | 8,394,273 | 8,815,793 | 5.0% |
| Sounder Commuter Rail | 266,705 | 400,450 | 50.1% | 955,298 | 1,268,291 | 32.8% |
| Tacoma Link | 224,794 | 212,267 | -5.6% | 794,582 | 884,895 | 11.4% |
| **Total Boardings** | **2,648,840** | **2,867,690** | **8.3%** | **10,144,153** | **10,968,979** | **8.1%** |
| **Avg Weekday Bdgs** | **36,174** | **39,191** | **8.3%** | **35,217** | **37,712** | **7.1%** |

For the fourth quarter of 2005, total passenger boardings for all modes were up by 8.3% compared with the same quarter in 2004. The largest increase was on Sounder commuter rail service, which was up by 50.1%. ST Express bus ridership increased by 4.5% overall. Tacoma Link saw a decline of 5.6% compared to the same period last year.

The 2005 systemwide ridership projection established in the 2005 Service Implementation Plan was 10.4 million boardings. Actual 2005 systemwide ridership was 10.97 million, representing an increase of 5.5% over that estimate and an increase of more than 8.1% compared to 2004 boardings.

Several factors influenced system ridership during 2005. In June, a second round trip was added on the Sounder North Line between Seattle and Everett, helping to achieve a 125.6% increase in Q4 North Line commuter ridership compared with the same period in 2004. An additional train on the Sounder South Line between Seattle and Tacoma was added in September, yielding an increase of 41.5% for Sounder commuter service for the quarter. During Q4, ridership growth was also fueled by Seahawk event service. Starting in August, higher gasoline prices helped to increase ridership on both Sounder lines and on select ST Express bus routes. The effect of increased gas prices on the bus network was somewhat muted by an average 20% fare increase that took effect June 1. Additionally, increases in service levels were relatively modest compared to previous years.

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## Fourth Quarter Ridership Highlights

North Line commuter ridership on Sounder continued to grow, increasing by 125.6% over Q4 2004. The second train on the North Line began operation in June 2005. Meanwhile, commuter ridership continued to grow on the South Line of Sounder with ridership 41.5% higher than same quarter last year. This is the first quarter where South line ridership exceeded the average daily boardings of Sound Transit's heaviest used bus route, Route 550. Average weekday ridership on the South Line was 4,858, while average weekday ridership on ST Express Route 550, which has the most weekday boardings, was 4,596 boardings. Overall ridership on Sounder was up 50.1% over Q4 2004 for the reasons above, in addition to the fantastic Seahawk season. Event train ridership increased by 66%.

ST Express ridership continued to grow. One route that significantly increased was the Route 555/556 Northgate-Issaquah service. This route was revised for commuters going to the University District from Issaquah, Eastgate and Bellevue. Ridership on this route increased by 53%. Other corridors where significant ridership increases occurred include I-5 between Seattle and Everett and along I-405. Ridership on the Bellevue-Seattle service (Route 550-down 11%) and the Lakewood/Tacoma-Seattle service (Routes 590, 591, 592, 594, and 595-down 2%) continued to decrease. Staff plans further analysis on these routes as part of the 2007 Service Implementation Plan. Overall average weekday ridership on ST Express was 30,850 boardings.

Tacoma Link ridership decreased by 5.6% compared to the same period in 2004, due in part to the decrease in special events in Tacoma in Q4 2005 including the cancellation of First Night activities. While overall ridership decreased by 6%, average weekday ridership decreased by only 1% indicating that Tacoma Link has a consistent weekday clientele. Overall average weekday ridership on Tacoma Link was 2,803 boardings, down 30 daily boardings from Q4 2004.

**ST Express Boardings by Route**

| | Route | Q4 2004 | Q 42005 | %Δ |
|---|---|---|---|---|
| 510/513 | Everett-Seattle | 120,258 | 137,086 | 14% |
| 511 | Lynnwood-Seattle | 139,648 | 170,689 | 22% |
| 530/532 | Everett-Bellevue | 50,865 | 60,572 | 19% |
| 535 | Lynnwood-Bellevue | 49,717 | 53,113 | 7% |
| 522 | Woodinville-Seattle | 205,037 | 198,895 | -3% |
| 540 | Redmond-U. District | 105,514 | 104,034 | -1% |
| 545 | Redmond-Seattle | 208,264 | 257,005 | 23% |
| 550 | Bellevue-Seattle | 383,283 | 341,588 | -11% |
| 554 | Issaquah-Seattle | 120,285 | 129,640 | 8% |
| 555/556 | Issaquah-Northgate | 22,270 | 34,155 | 53% |
| 560 | West Seattle-SeaTac-Bellevue | 127,783 | 143,039 | 12% |
| 564 | Auburn-Bellevue | 13,411 | 20,290 | 51% |
| 565 | Federal Way-Bellevue | 101,550 | 107,125 | 5% |
| 574 | Lakewood-SeaTac | 113,718 | 104,086 | -8% |
| 582 | Bonney Lake-Tacoma | 30,777 | 31,422 | 2% |
| 585 | Lakewood-Auburn | 20,877 | 22,116 | 6% |
| 586 | Tacoma-U. District | 22,341 | 24,983 | 12% |
| 590-592,594-595 | Lakewood-Seattle/ Tacoma-Seattle | 321,742 | 315,136 | -2% |
| 589/599 | Puyallup Fair | 3,890 | 0 | N/A |
| | Total | 2,157,340 | 2,254,974 | 4.5% |
| | Avg Weekday Bdgs | 29,745 | 30,850 | 4% |

**Sounder Commuter Rail Boardings by Corridor**

| | | Q4 2004 | Q4 2005 | %Δ |
|---|---|---|---|---|
| Everett-Seattle | Commuter | 19,289 | 43,525 | 125.6% |
| | Special | 8,528 | 13,778 | 62% |
| | Subtotal | 27,817 | 57,303 | 106% |
| Tacoma-Seattle | Commuter | 219,695 | 310,921 | 41.5% |
| | Special | 19,193 | 32,226 | 68% |
| | Subtotal | 238,888 | 343,147 | 43.6% |
| | Total | 266,705 | 400,450 | 50.1% |
| Avg Weekday Bdgs | | 3,596 | 5,538 | 54% |

**Link Light Rail Boardings**

| | Q4 2004 | Q4 2005 | %Δ |
|---|---|---|---|
| Tacoma | 224,794 | 212,267 | -5.6% |
| Avg Weekday Bdgs | 2,833 | 2,803 | -1% |

## Transportation Services Performance Snapshot

The table below provides a snapshot of key performance indicators and measures by mode of service. It compares this quarter's performance with the same quarter the previous year and also to the standards set by the 2005 budget. The 2005 standards are developed on an annual basis and may include seasonal fluctuations. The data used to prepare the table is on page 4 of this report.

Sound Transit is still "growing" service and establishing the baseline data needed to develop reliable standards. Typically, new routes or routes with expanded service need time to develop ridership that matches growth in service levels. The agency's goal is to develop standards that are challenging but realistic and reflect the unique operating characteristics of the three distinct transit modes.

Continuing the trend discussed earlier in the year, ST Express bus boardings per revenue hour were down through Q4 2005 compared to the same period last year. Data for the most recent month shows that boardings per revenue hour are in line with last year. Boardings per trip are exceeding the same period from 2004, illustrating that more of the new service is on longer routes, which have lower ridership per hour.

ST Express bus service improved performance in the area of preventable accidents, and standards are being met in the Q4 2005 numbers. Note that with the tunnel closure, more buses are out on the city streets and the acceptable standard of performance has been raised from 0.80 to 1.00 accidents per 100,000 miles traveled. On-time performance declined by two percent, but is still meeting the annual performance measure.

Tacoma Link service exceeded all 2004 performance indicators by a wide margin. On-time performance on Tacoma Link improved to 99.98% for the year. Similarly, all Sounder performance indicators met the standard for Q4 performance. On-time performance and percentage of scheduled trips improved compared to the prior quarter, while complaints and preventable accidents maintained their levels from the prior quarter.

| | ST Express Bus | Sounder Commuter Rail | Tacoma Link Light Rail |
|---|---|---|---|
| Total boardings | | | |
| Boardings per revenue vehicle hour | | | |
| Boardings per trip | | | |

**Key Performance Indicators**
YTD Actuals
Q4 2004 vs Q4 2005

Up for YTD
Down for YTD

| | | | |
|---|---|---|---|
| Percentage of scheduled trips operated | | | |
| On-time performance | | | |
| Customer Complaints | | | |
| Preventable accidents per revenue mile | | | |

**Key Performance Measures**[1]
YTD 2004/ YTD 2005
Actuals vs
2005 Standards

Meeting goal
Goal not achieved

YTD 2004 / YTD 2005

1-2004 data is compared against 2005 standards.